



## **Chesterfield County, Virginia Emergency Communications**

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**RICHARD TROSHAK**  
Director

### **Summary and Analysis of Grievances filed at the Chesterfield Emergency Communications Center September 1, 2012 through August 31, 2013**

During the year encompassing September 1, 2012 through August 31, 2013 there were no grievances filed in the Chesterfield Emergency Communications Center.

This is consistent when comparing to the same time frame of September 1, 2011 through August 31, 2012.

Once a grievance is received in the ECC the current year Formal Grievance Chart is updated in order to maintain the statistics related to grievances received in the ECC to ensure accurate information is analyzed. ECC policies that guide the ECO's to the grievance procedure are reviewed as well as the County Policy 6-09 Employee Grievance Procedure is reviewed for any changes that may have taken place. This policy dictates the practices and procedures to be utilized by the departments and is strictly followed.

The ECC will continue to encourage input from ECO's, supervisors, and the Quality Council to ensure policies/procedures are well-defined. In addition, the ECC works diligently in following our current discipline policy to ensure fairness and consistency as it pertains to disciplinary actions.